



City of San Antonio Convention Facilities Department



Emergency Response/Evacuation Plan

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PURPOSE OF THIS PLAN

This plan is intended to be a working tool to assist in the preparation, planning, implementation and evaluation of an effective crisis/disaster management plan for use by the staff of the City of San Antonio Convention Facilities.

It is intended that the information contained in this plan should be updated and maintained regularly to adapt to the ever-changing situations and conditions. This plan does not cover absolutely every possible crisis or emergency situation that might occur, but the preparations for those indicated within this plan should assist in any type of event. The information in this plan is not meant to be comprehensive, but is meant to serve as a guide to follow in emergency situations. It is the policy of the Convention Facilities to refer and consult with experts during any given emergency situation.

Mission Statement

The purpose of this emergency operations plan is to provide a systematic approach to follow in the event of an emergency, with an emphasis on safety awareness. The order of priority in any emergency should be:

1. The safety and well being of our employees.
2. The safety and well being of our guests/visitors in our facility.
3. The securing and restoration of operations of the Convention Facilities and its headquarters.
4. Providing service and information to the community and visitors and the on-going continuity of programs and management.

Definition of an Emergency Situation:

Any incident or situation that affects the safety or security of persons in or near the facility; cause damage/destruction to the facility; its equipment and contents; and/or, disrupts the normal facility operation.

Authority -- Declaration of Emergency

The Director of the Convention Facilities is ultimately responsible for making the decision to close the Henry B. Gonzalez Center, Lila Cockrell Theatre and the Municipal Auditorium during regular working hours due to an emergency situation, or as prescribed by City policy. In his/her absence, the Assistant Directors may make this decision.

Threat Levels

The Convention Facilities will utilize the current threat levels established by the Office of Homeland Security and adopted by the International Association of Assembly Managers (IAAM) to determine the level of risk to patrons and personnel. It is the policy of The Convention Facilities to adhere to the risk levels set by the Homeland Security Advisory System during times of possible terrorist activities. The Homeland Security Advisory System is a means to disseminate information regarding the risk of terrorist acts to federal, state, and local authorities and to the American people. Such a system would provide warnings in the form of a set of graduated "Threat Conditions" that would increase as risk of the threat increases. Protective measures will be taken by the Convention Facilities during periods of heightened alert in an effort to reduce vulnerability and to increase the safety measures necessary to secure the building.

Suggested Risk Levels

(Based on the OHS Governmental Alert System)

<u>Gov't</u>	<u>Risk Level</u>	<u>Venue Threat</u>	<u>Security Measures</u>	<u>Action Steps</u>
Severe	5	Cancel	Secured	"Lock-Down" patrol of perimeter restricting all access
High	4	Maximum	Gov't Control	National Law officials / security agencies screen public and control
Elevated	3	Elevated	Restrictive	May involve regional or local law officials with "pat-down" measures
Guarded	2	Moderate	Protective	Limited Access to venue with screening precautions implemented
Low	1	Minimum	Routine	No primary factors of concern exist outside normal routine measures

Emergency Response Team

The primary purpose of the Emergency Response Team (ERT) is to implement the emergency plan in the event of a crisis. The highest priority of the team is to provide for the safety and well being of employees and patrons. The team is additionally responsible for the protection of the facility and its contents, as well as for directing and supervising the actions required to minimize the impact from the emergency, stabilize the facility and its operations, and return the facility and operations to their pre-emergency status.

The Convention Facilities Emergency Response Team will be comprised of the Director (or Acting) and five key personnel members and several assigned subordinate team members. The five key personnel members of the team should be assigned to the following positions.

Facility Director: Mike Sawaya

Crisis Coordinator: Al Lomas

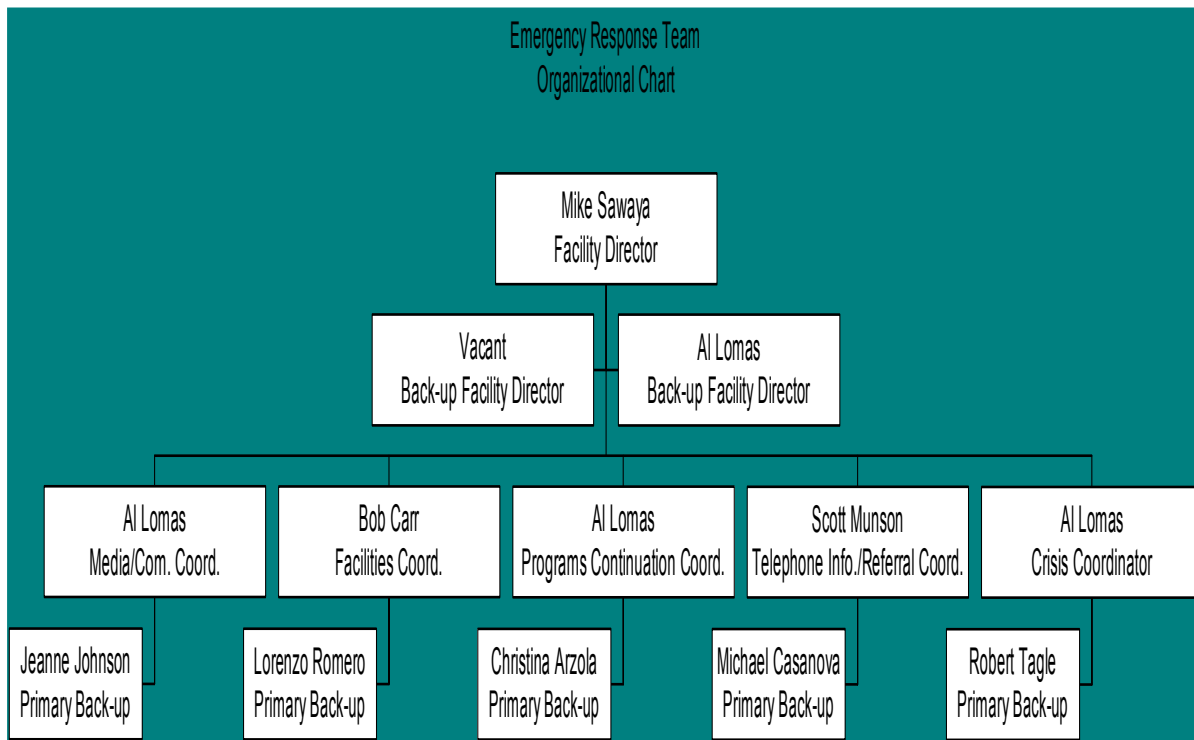
Facilities Coordinator: Robert Carr

Media/Communications Coordinator: Al Lomas

Programs Continuation Coordinator: Al Lomas

Telephone Information and Referral Coordinator: Scott Munson

In the case of events scheduled after regular working or business hours, the positions above should have a designated back-up person to stand-in until the regular person can be called in to take over their primary role.



Key Personnel and Duties

The Facility Director (or Acting) is responsible for the following:

- Overseeing and directing the entire emergency response in conjunction with the appropriate public safety agencies (i.e., police, fire, etc.)
- For communicating the emergency status with the show promoter.
- Makes necessary management decisions in conjunction with the City Manager's Office.
- Serving as decision maker on event cancellation.
- Serving as decision maker on evacuation. (Note: depending on predetermined agreement with public safety agencies, evacuation decision may be made by the public safety agencies.)
- Ensuring safety of persons on site.
- Notification of re-entry after emergency status is cleared.
- Mitigating the impact of the emergency on site operations and services.
- Initiates recovery process.

Crisis Coordinator:

- Responsible for notifying all employees of duties they will assume during a crisis, designating an assembly or meeting place for ERT members, and providing training sessions for members of the ERT. The designated meeting place for the Convention Facilities ERT will be the [training office], unless an alternate location is announced at the time of the emergency.
- Responsible for ensuring that all members of the Team are aware of their individual responsibilities, and providing training for all essential personnel in their respective positions.
- Meet with all staff immediately upon assessment of crisis/disaster/emergency, assemble ERT and conduct quick review of responsibilities.
- Reports to Facility Director regarding the crisis situation and status of emergency procedures.
- Communicate to police, fire, EMS, etc., regarding the situation and status of operations.
- Maintain base command; and keep all members of the ERT team aware of ongoing activities during the situation.
- Coordinate resources with the American Red Cross.
- Instill a sense of hope in staff and volunteers - stop thinking *relief* and begin thinking *recovery*.
- Focus - focus on the mission of the organization.

Facilities Coordinator:

- Ensure ERT members have necessary tools - flashlights, radios, etc. - to accomplish their assigned duties.
- Work with the Crisis Coordinator and Director to determine whether facility evacuation is necessary.
- Direct the safe and orderly evacuation of all patrons, guests, and visitors in the facility. All patrons and employees should exit at the closest, SAFE exit from the building.
- Employees with assigned duties should check in via radio or in-person with the Facilities Coordinator when they have completed their assigned duties -- and then exit the facility.
- Ensure the facility is secured, all lights are turned off, all doors and windows closed and locked, all appliances and machines turned off, and security system engaged, if appropriate.
- Report to Crisis Coordinator and appropriate Police, Fire, etc., officials upon completion of duties and exiting of facility.
- Responsible for facilitating the safe return of all employees and patrons after the building has been cleared for re-entry.

Media/Communications Coordinator:

- The Media/Communications Coordinator will be the central spokesperson for the facility. The Media/Communications Coordinator will be responsible for clearly defining the proper procedures employees should follow in responding to the media.
- Immediately after a crisis, emergency or disaster, receive direction from the Director and the Crisis Coordinator regarding the status of the situation.
- Maintain an up-to-date list of the media for all sources.
- Coordinate a meeting with ERT key personnel to determine the necessary communications.
- Ensure that all employees/volunteers have an understanding of the Convention Facilities media policy.
- Responsible for gathering of facts regarding the crisis, incident or emergency.
- Make a log of Media Communications on-site.
- Determine with Director a timeline for releasing information to each group (employees first, media second, etc.).
- Determine with the Director and Phone Information & Referral Coordinator if there is a need to set up an information response center or hotline.
- Maintain continuous contact with the Crisis Coordinator throughout the duration of the situation.
- Maintain communications with the City External Relations Public Information Officer.

Programs Continuation Coordinator:

The role of Programs Coordinator is to ensure, to the fullest degree possible, the continuation of the internal and external programs and services of the organization. The following list of suggested activities is not a complete list, but is designed to start the recovery process.

- Assess the possibility of continuing with scheduled activities. Work with the Director, Facilities Coordinator and Media Coordinator, as well as the Convention & Visitors Bureau, hotels, restaurants and other external resources to determine the viability of continuation.
- Media relations - any activity in this area should be coordinated with the Media/Communications Coordinator. Assist Media Coordinator with initial and follow-up press releases detailing information on Programs Continuation.
- Work with the Media Coordinator to inform the media and expected attendees of the continuation or cancellation of programs or events. Relay this information to the Telephone Information and Referral Coordinator.
- Communicate work with the CVB's, chambers, municipal offices, state tourism offices, etc., in the community and state to ensure the adequate flow of available information. Consolidate efforts where possible.
- Communicate with customers - Do it quick and often. Hold regular meetings to share information with clients and customers when disasters or crisis warrant.

- Contact future booked clients (conventions, tour groups, etc.) to reassure them of Convention Facilities ability to provide them services - this will help to eliminate unnecessary cancellations.
- Coordinate with the Telephone Information and Referral Coordinator to update status of services provided by Convention Facilities and external resources (hotels, restaurants, etc.) and any changes of location for events or activities.
- Continue with scheduled program to work to bring about a feeling of normality.
- Take before and after pictures to show recovery process.
- Ensure that Convention Facilities is getting back to normal operations.

Telephone Information & Referral Coordinator:

- Meet with ERT Key Personnel to determine the status of the situation, services, programs, etc.
- Work closely throughout situation with Media Coordinator and Programs Coordinator to assess and update the status of services to provide continual updated information through telephone, fax lines and email.
- Coordinate staff/partners to assist with telephone information lines and referral services.
- Maintain list of clients, agencies, organizations and community leaders with addresses and telephone numbers that may need to be contacted in the event of a crisis, emergency or disaster.
- Direct and refer calls to the appropriate personnel.
- Contact staff members whose regular duties cannot be accomplished due to natural or human disaster.
- Call to inform staff/partners of continuation or discontinuation of services.

Emergency Response Zone Team Members

The Emergency Response Zone Team Members will be the initial employee group that responds to an incident in the facility. They will be responsible for patrons and employees within their assigned post or zone. There will be an Emergency Response Team Member assigned to monitor the designated building zones that are correlated with the fire alarm system.

Responsibilities

- Immediate response to all emergency situations within zone.
- Evacuation of patrons and employees.
- Central source of information regarding the status of the on-going emergency.
- Provide clear communication to ERT Key Personnel.
- Provide overall resource coordination for disaster activities in designated area.
- Report assessment of damage and injuries within zone.
- Provide as accurate as possible count of individuals within assigned zone.
- Support department in deployment activities, including assembly points, triage locations, staging areas, points of departure, and points of arrival.
- Assist in re-entry of patrons and employees following the elimination of the emergency situation, which precipitated the evacuation.
- Assist in the recovery process.

****During an emergency, all staff are responsible for assisting in minimizing the impact of the emergency and participating in the recovery phase as directed and detailed in this document.***

Training of Emergency Response Team Members

The Emergency Response Team shall be responsible for attending training sessions to increase safety awareness among the staff. Examples may include demonstrations on how to use the fire extinguishers, conducting fire drills and other severe weather preparedness drills. All ERT members and Key Personnel will be given a general summary of the building components, consisting of the following areas:

- Building structure (level of fire resistance, seismic resistance, flood resistance and wind resistance)
- Fire elements (detection systems, suppression systems, containment, and resistance factors, fire extinguishers)
- Notification systems (PA system, audible alarms, emergency power, etc)
- Ingress/egress points (width, load capacity, lighting, signage, handrails, etc.)
- Building Security (alarms, emergency power, etc.)
- Critical systems (central control/operations areas, fire control room, main electrical room, redundancy of systems, etc.
- Emergency systems (smoke control, emergency generator, emergency power, etc.)
- Communication – internal and external systems (telephones, two-way radios, cell phones, e-mail, video displays, audio address systems, etc.)
- HVAC (secure intake, zone control, shut-down and re-start procedures, etc.)

Staff Special Needs and Responsibilities

The Convention Facilities recognizes that employees cannot function adequately on the job if their personal lives have been adversely disrupted by a disaster. Every effort will be made to accommodate these employees. The Convention Facilities reserves the right to ask other staff members who have not been affected by the disaster to assist in the performance of essential job duties of those affected until the organization returns to normal operation.

Staff Responsibilities

After any emergency, staff members are responsible for making every attempt to contact their supervisor, Division Head or a member of the ERT to notify as to their whereabouts and safety.

Division Heads are responsible for establishing an effective system of contacting the employees who work in their division (phone tree), including designating a first and second person in charge in the event they are either out of town or unable to handle this assignment due to any number of reasons.

Division Heads or their designated representatives are responsible for contacting the Convention Center Emergency Response Team Crisis Coordinator or a member of the ERT to provide information about their employees and to determine the next course of action.

TYPES OF EMERGENCIES

Bomb Threat

While 95% of all written or telephones bomb threats are hoaxes, the first line of defense is threat analysis:

1. Note the exact time of call and complete bomb threat call checklist
2. Pay close attention to the caller and make every attempt to determine the location, time of expected detonation and type of explosive device.
3. At the conclusion of the call, notify the Director or one of the ERT members
4. An ERT Facilities Coordinator will call authorities and determine most appropriate response (warn employees, evacuate building, etc.)
5. Refrain from radio communication
6. The Director and ERT Crisis Coordinator will contact the event's show manager/ promoter with information of the threat and possible evacuation of the patrons if necessary.
7. In the event that authorities find an explosive device, immediate evacuation of the building will take place. ERT members in the immediate area will assist in evacuating employees and patrons in an orderly fashion using the security staff and prepared announcements to the patrons.
8. If the authorities find nothing, the decision must be made by the Director (or Acting), with input from the police representatives, whether to evacuate the facility or a portion of the facility.

BOMB THREAT CHECKLIST

Date and **exact time** of call:

Exact words of **caller**:

Questions to ask:

When is bomb going to explode?

Where is the bomb?

What does it look like?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb?

Why?

Where are you calling from?

What is your address?

What is your name?

CALLER'S VOICE (circle)

Calm	Slow	Crying	Slow
Stutter	Deep	Loud	Broken
Giggling	Accent	Angry	Rapid
Stressed	Nasal	Lisp	Excited
Disguised	Sincere	Squeaky	Normal

If voice is familiar, whom did it sound like?

Were there any background noises?

Remarks:

Person receiving call:

Telephone number call received at:

Report call immediately to:

Fire

Regardless of fire size, sound the alarm and call the Fire Department. Provide concise, accurate information about the location and severity of fire. The San Antonio Fire Department automatically reacts to smoke and fire detection in buildings of the Convention Facilities. In the event of a fire, ERT members will assist with emergency/evacuation plans.

Reporting Fires

Fires should be immediately reported to Security via phone or radio code. The following information should be given to the Fire Department and the ERT Crisis Coordinator:

- Nature of report (fire, smoke, etc)
- Approximate location
- Number of functions in the facilities
- Approximate number of customers
- Where an ERT will meet the fire truck upon arrival to the facility.

There are pull stations distributed evenly throughout the Convention Facilities. They are located at all main exits leaving the area.

If safe to do so, fight minor fires (waste basket, etc) with the nearest fire extinguisher. If possible, have a backup person with another extinguisher. *Keep an exit between you and the fire.* ERT members will direct patrons and employees away from the fire and attempt to secure the area.

When operating the fire extinguisher, remember the **P-A-S-S** procedure:

P- Pull the pin on the extinguisher handle.

A- Aim the nozzle or hose at the base of the fire.

S- Squeeze or press the handle.

S- Sweep from side-to-side at the base of the fire until it is extinguished.

If smoke is evident, near or in between you and the nearest exit, use the next closest alternate route. If you must use an escape route where there is smoke, stay as **low** as possible. Crawling lets you breathe the cleaner air near the floor as you move toward the exit.

1. Leave the fire area as quickly as possible, closing the door to the room where you saw the fire, if possible.
2. Close all doors that you pass through on your escape.
3. Proceed directly to the nearest fire exit.
4. Before you open a closed door, feel it with the back of your hand. If it is hot, leave it closed and use your alternate escape route. If it feels normal, brace your body against the door and open it -- be prepared to slam it shut if heat/smoke starts to rush in.
5. Proceed to the previously designated location and form a group. A head count needs to be taken to ascertain that no one has been left inside the building.

As you are evacuating, follow directions from the Emergency Response Team. Once outside, move well away from the building so you will not be in the way of the Fire Fighters. The Fire Department will take over. When the fire has been extinguished, customers and employees will be kept clear of the area until the Fire Department has declared the area safe to re-enter.

Elevator and Escalator Operation-

The passenger elevators and escalators at the Convention Facilities are designed to operate on emergency power backup in the case of a power outage. The elevators are equipped with emergency assistance phones that are linked directly to security.

If guests are stranded in the elevators, Security will respond with Engineering, Electrical Department personnel, elevator maintenance personnel and, if necessary, San Antonio Fire Department personnel to assist in their timely release.

Flood

Most floods will occur as a result of a hurricane or extensive rainfall. Usually there will be sufficient time to perform an orderly and systematic shift of operations. The following precautions may apply:

1. Turn off all utilities at main switch.
2. Move all valuables to a higher level.
3. Place sandbags outside entranceways.

Hurricane

Hurricane season runs from May 15th through November 30th. Prior to the beginning of hurricane season, the Emergency Response Team should distribute employee/family preparation checklists and Red Cross Emergency Preparedness Checklists to staff.

ERT will be responsible for keeping abreast of any hurricane watches issued and alerting the Director of necessity of calling emergency staff meeting once a warning is issued.

At the emergency staff meeting, specific responsibilities of each ERT member will be reviewed. Roles of other staff members will be reviewed. Staff will be asked to update their home and emergency telephone numbers.

If the decision to secure the building(s) is made, office staff members will be asked to secure their work areas as follows:

1. Move plants from windows.
2. Remove valuable papers from bottom files and put in higher locations, preferably not out in the open.
3. Clear desk surfaces of all papers, books, etc.
4. Put chairs on top of desks.
5. Unplug all electrical items except telephones.
6. Cover computer equipment and telephones with plastic.
7. Close all doors inside building.
8. Tape outside windows.
9. Remove perishables from refrigerators.

All members of the ERT will respond according to their assigned duties to ensure the patrons and employees are safe and to ensure the media and other essential operations (Police, Fire, City, Chamber) are notified of CF status.

After the storm, contact your supervisor regarding your whereabouts and safety. Division heads or their designated representatives are responsible for contacting the ERT Crisis Coordinator or a member of the ERT to provide information about their employees and to determine the next course of action.

Tornado

Usually very little preparation can be done in advance of a tornado. If a tornado warning is issued, employees should take shelter immediately and crouch down, covering their heads. It is safer to be on the first floor instead of any upper floors. The safest areas on the first floor are those areas that are well away from any windows, in hallways, enclosed offices, parking garages, near load-bearing and support walls.

In the Convention Center Building, the safest areas of the building in case of a tornado are:

- Administrative office basement
- Fire exit stairwells
- Westbank maintenance tunnel

If you are outside when a tornado hits and do not have time to seek indoor shelter, lie flat in the nearest ditch, ravine or culvert with your hands shielding your head.

Immediately after the tornado passes, members of the ERT should meet to begin the process disaster response, according to assigned job duties.

Power Outages

The Convention Facilities is equipped with one emergency generator that has a 600-gallon storage tank that is designed to start within seconds after a power failure. The generator has the capability to restore emergency lighting to the facility. All elevators and escalators should be operable with the exception of the following:

- Administration elevators
- Two freight elevators on the west side of the facility.

In the event that the generator fails, turn off any electrical equipment you are using and follow the emergency egress lighting to the nearest exit. Security personnel and ERT members will be responsible for checking all public space areas and escorting guests to designated assembly areas.

Terrorism

It is the policy of the Convention Facilities to adhere to the risk levels set by the Department of Homeland Security Advisory System during times of possible terrorist activities. The Homeland Security Advisory System is a means to disseminate information regarding the risk of terrorist acts to federal, state, and local authorities and to the American people. Such a system would provide warnings in the form of a set of graduated "Threat Conditions" that would increase as risk of the threat increases.

Terrorism is defined as the "calculated use of violence or the threat of violence to inculcate fear; intended to coerce or to intimidate governments or societies in the pursuit of goals that are generally political, religious, or ideological."

Bio-terrorism

The information in this plan is not meant to be complete, but to be a quick guide.

Bio-terrorism is defined as "the premeditated, unlawful use or threat of use of microorganisms or toxins derived from living organisms to produce death or disease in humans, animals, or plants which is intended to create fear and/ or intimidate governments or societies in the pursuit of political, religious, or ideological goals."

Anthrax Contamination-Suspicious mail/packages

If you come across a package that may be contaminated with Anthrax immediately contact Security and an ERT member. The following procedure should be followed to avoid any further contamination.

- Inform ERT and Security of situation.
- Isolate area or item in question.
- Employees in contact with unknown suspected substance are required to wash hands immediately and properly dispose of suspected contaminated, gloves, etc., in an isolated area.
- Secure area to prevent access to suspect area, article or item.
- Security will contact the SAPD and relay the information regarding the unknown substance to the police for investigation.
- The Fire Department will be called by SAPD to report the suspected area or article and the substance or article will be removed from the premises.
- The Fire Department will determine if isolation, evacuation or other actions are necessary.
- The Fire Department will provide information about the substance at a later date after laboratory testing and will communicate the findings to the Facility Director.

Air Conditioning Contamination

Contaminations of HVAC systems will likely result from biological or chemical agent release into the air ducts, which will be released in the air stream of the building HVAC systems.

A member of Security and the ERT should be immediately notified upon observation or reports of simultaneous symptoms such as:

- Headaches
- Dizziness
- Eye irritation
- Dimmed or blurred vision
- Nausea
- Shortness of breath
- Chest tightening
- Any other suspicious mass physical reactions.

Radiation Threat

A radiation threat or “Dirty Bomb” is the use of common explosives to spread radioactive materials over a targeted area. It is not a nuclear blast, however the blast will be immediately obvious. The presence of radiation will not be clearly defined until trained personnel SAFD and SAPD Bomb Squad are on the scene with specialized equipment. The force of the explosion and radioactive contamination will be more localized. It is important to limit exposure to radiation.

A member of Security and the ERT should be notified immediately to alert the proper authorities. In order to limit the amount of radiation you are exposed to the following procedure should be followed:

- **Shielding:** If you have a thick shield between yourself and the radioactive materials more of the radiation will be absorbed, and you will be exposed to less. Try to cover yourself with a blanket if possible or thick clothing items anything that can be used to shield your body from the radiation.
- **Distance:** The farther away you are away from the blast and the fallout the lower your exposure. Immediately put distance between you and the blasted area.
- **Time:** Minimize the amount time spent exposed. Time is of essence when dealing with radioactive material. Stay calm and swiftly move away from the contaminated area.

Nuclear Blast

A nuclear blast is an explosion with intense light and heat, a damaging pressure wave and widespread radioactive material that can contaminate the air, water and ground surfaces for miles around.

A member of Security and the ERT should be notified immediately to alert the proper authorities. The following procedure should be followed if there is a nuclear blast:

- Take cover immediately, below ground if possible, though any shield or shelter will help protect you from the immediate effects of the blast and the pressure wave.
- Quickly assess the situation.
- Consider if you can get out of the area or if it would be better to go inside a building to “shelter-in-place.”
- Shield yourself with a blanket or thick covering to protect yourself from radioactive material exposure.
- If possible move safely and swiftly as far away from the blast as possible.

If you are trapped in Debris:

- If possible use a flashlight to signal your location to rescuers.
- Avoid unnecessary movement so that you don’t kick up dust.
- Cover your nose and mouth with anything you have on hand. (Dense-weave cotton material can act as a good filter. Try to breathe through the material.)
- Tap on a pipe or wall so that rescuers can hear where you are.
- If possible, use a whistle to signal rescuers.
- Shout only as a last resort. Shouting can cause a person to inhale dangerous amounts of dust.

Workplace Violence

Violence in the workplace is becoming an increasing concern for both employees and management. The Convention Facilities has a policy against threats of violence and acts of violence in the workplace.

Any employee, who becomes aware of an act of workplace violence or a threat of workplace violence, should notify the on-duty Security Supervisor. If the threat or act of violence is directed by one employee towards another, the Division Head will be notified as soon as practical.

- Take implied threats seriously, avoid confrontation, and notify Security.
- If the threat is real, or you are physically confronted by an employee or guest with intent to do bodily harm - remain calm.
- Try to notify other staff without being obvious.
- Do not make sudden moves or show excitement in your voice. Be patient and calm. Discussing the cause of the hostility may allow you to diffuse the situation or provide you the opportunity to escape.

CRISIS COMMUNICATIONS PLAN

Crisis -- Media Response Policy- Media Communications Policy is as follows:

It will be the policy of the Convention Facilities to be open and candid with the news media, when there is information to report. The Convention Facilities will take the initiative to provide timely, accurate and complete information to all appropriate members of the media. The CF will state what the problem or emergency is and what is being done at the present time. Further detailed information will be referred to the Communications Division of External Relations. Media personnel shall under no circumstances, be allowed into an area where their safety is jeopardized, where rescue operations are interfered with or where evidence may be disturbed.

The Convention Facilities will have a single point of contact for all media communications. The Convention Facilities ERT'S Media/Communications Coordinator is responsible for all media communications and will keep the media informed and up-to-date during emergencies. All information released by the Media/Communications Coordinator will be the most current available. The Media/Communications Coordinator is also responsible ensuring that all members of the ERT and other staff are familiar with this policy and that it is distributed to the media at the initiation of each media contact. All other Convention Facilities employees should not discuss any aspects of an emergency with the media at any time.

The City Manager's Office will secure and release all official statements on behalf of the City of San Antonio. Media inquiries will be directed to the Communications Division of the External Relations Office.

Public Information/Media Coordinator – Will gather information from established sources: emergency operations centers, local law enforcement and fire officials, city officials, state agencies, tourism industry, and the private sector. Also monitor radio, television and newspaper coverage.

Specialists in within the City structure in legal, insurance, public relations, management, etc., will be consulted.

Media Contact Log – A log will be maintained with the date and time of every media contact, phone, fax, electronic, etc. - either generated from the department or the media to the department -- update daily.

The First 24 Hours

PR/Media Coordinator -- develop official statement for use by Command Center in all of its communications efforts to various public entities. Develop necessary graphics for use in supporting the message and compose a preliminary "inventory fact sheet" of any affected areas or programs.

Priorities for communications:

- Staff Members
- Wire Services and Mass Media
- Local tourism industry and affiliated associations
- Clients, customers, consumers
- State agency, federal agencies, etc.
- Travel trade media
- Tour operators, retail travel agencies, convention meeting planners
- Hotel, airline, car rental reservation systems

Update information throughout the day to provide all publics with accurate and current information. Communication messages should be revised and distributed accordingly.

Monitor media reporting and chart questions asked by consumers, media and travel professionals. Staff should meet daily to review concerns, perceptions and media coverage obtained from all resources - satellite offices, visitor centers, etc.

Within 48 Hours

Conduct conference call with local and regional tourism industry to determine status of local efforts, the necessity of communicating a common message and receive input regarding conditions, concerns and shared strategies.

Continue monitoring development and information received from all sources and make necessary changes to messages, official statements and inventory "fact sheet".

Implement schedule of daily conference calls with news media if deemed necessary.

Monitor all messages from state/federal agencies.

Maintain and update your Media Contact Log.

Follow-Up

- Revise messages and statements as necessary and distribute to all publics.
- Conduct conference calls with local industry.
- Develop "positive angle" news coverage of recovery and developments within the affected area and other stories, which reflect the overall health and vitality of the tourism industry.
- Take photographs of recovery efforts and development with the affected areas and programs.
- Arrange press conference (in-person or teleconference) with tourism industry and state tourism officials.
- When feasible, arrange media tours by key travel writers, editors and broadcasters from major news sources and key origin markets.
- Maintain and update Media Contact Log.

Evacuation Plan

The evacuation and assembly plan contains detail actions required to exit the building in the event of a major emergency. It will minimize confusion, time delays and account for all working personnel in a safe manner. Office exits are clearly marked and evacuation routes are posted in all areas.

The following guidelines apply to all staff unless special instructions and responsibilities, applicable to members of the Emergency Response Team, prevent them from following these procedures.

- In the event that there is an emergency that calls for immediate evacuation of the building, a pre-recorded message will be announced over the intercom system in English and Spanish notifying employees and patrons.
- A telephone page or supervisor will notify staff when evacuation is necessary. Each staff person will be responsible for turning off all office machines, lights, etc. and proceeding to the nearest exit door. If the nearest exit is near the scene of the emergency, then proceed to the next safest exit door.
- After exiting, report to the [designated assembly location].
- Each division head will account for all of his/her personnel.
- Remain at the assembly location until released by the Director or a member of the Emergency Response Team.
- Communications via radio should be limited to key Emergency Response Team Personnel and ERT members. All other communications should cease until further notice.

Disabled/Wheelchair Patrons

During the evacuation process additional assistance will be provided to wheelchair-bound and/or disabled patrons. Given time constraints, an effort will be made to evacuate wheelchair/disabled patrons before the rest of the customers. If all patrons and employees are to evacuate the building immediately with no further notice, Convention Facilities employees must be prepared to offer assistance to any disabled patrons requiring assistance to safely evacuate the building.

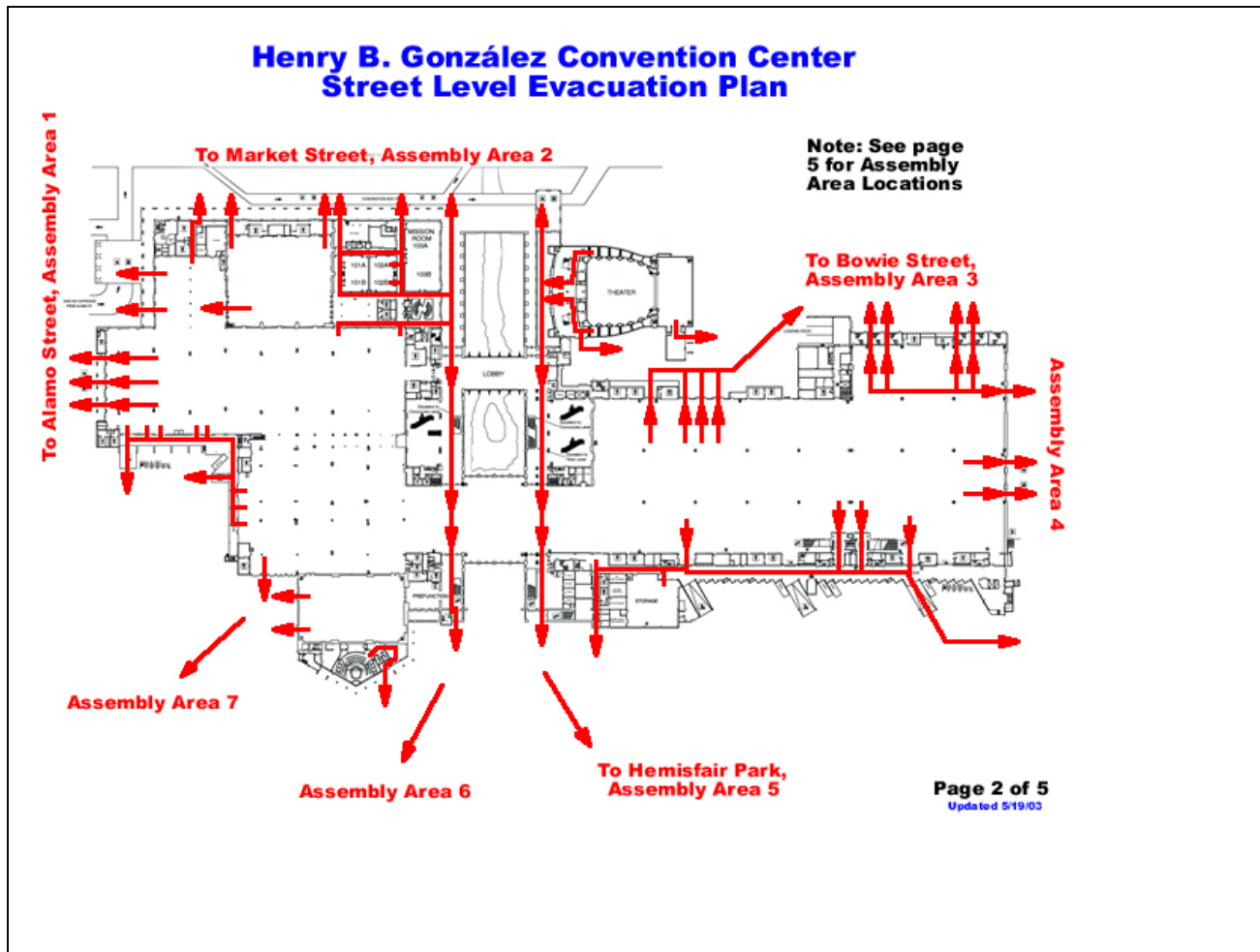
Note: Elevators, unless otherwise instructed by SAFD, will be utilized to evacuate disabled patrons during an emergency. An ERT member is assigned to the elevators. They will assist the disabled/wheelchair bound patrons in the evacuation process.

Key Points for Employees to Follow

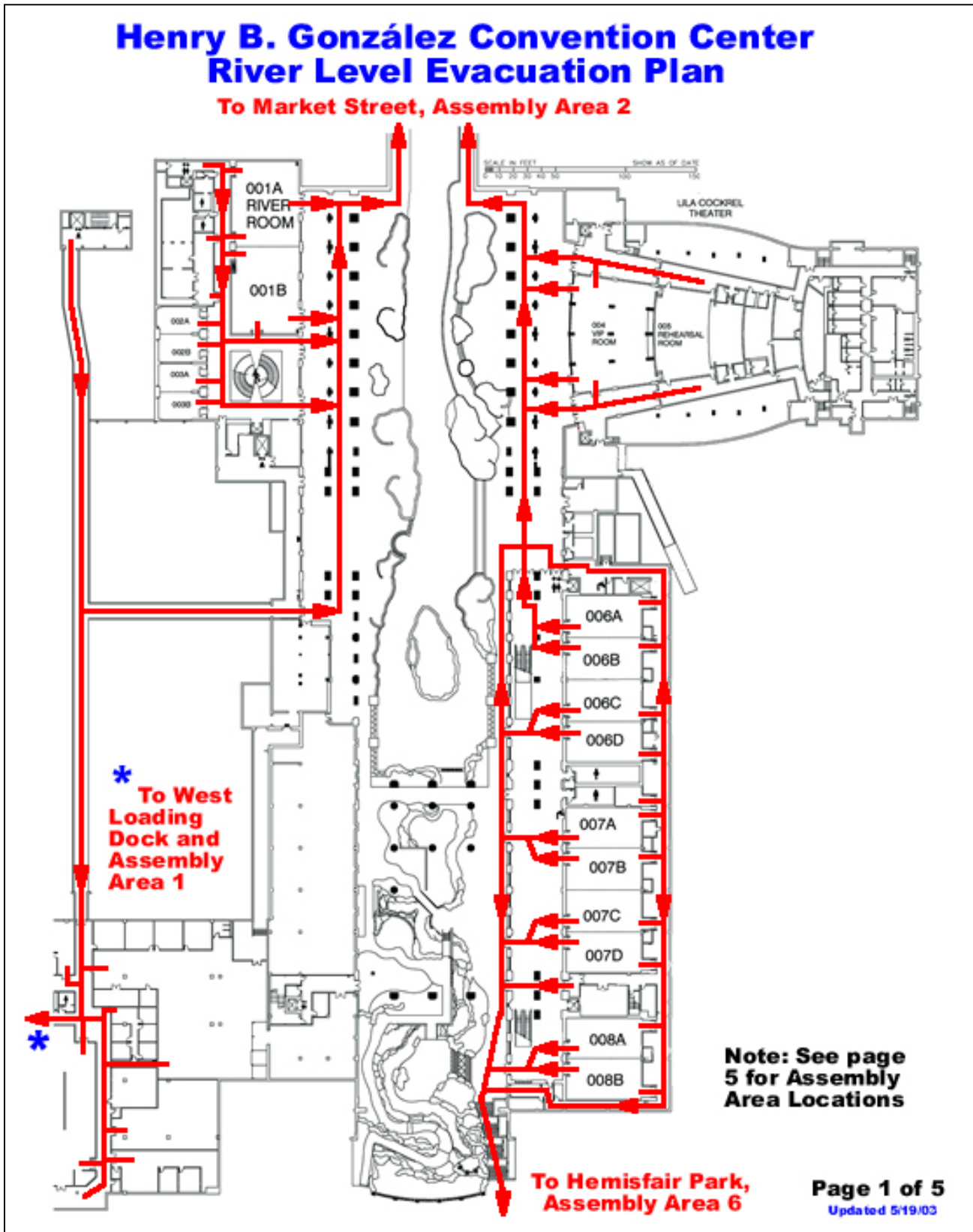
- Know where the nearest evacuation plan is and how to read it.
- Respond quickly, but do not panic.
- Be accounted for to prevent others from looking for you in the event of a real emergency.

Evacuation and Assembly Plan

I. IF YOU ARE ON STREET LEVEL - ZONE, EVACUATE BY:

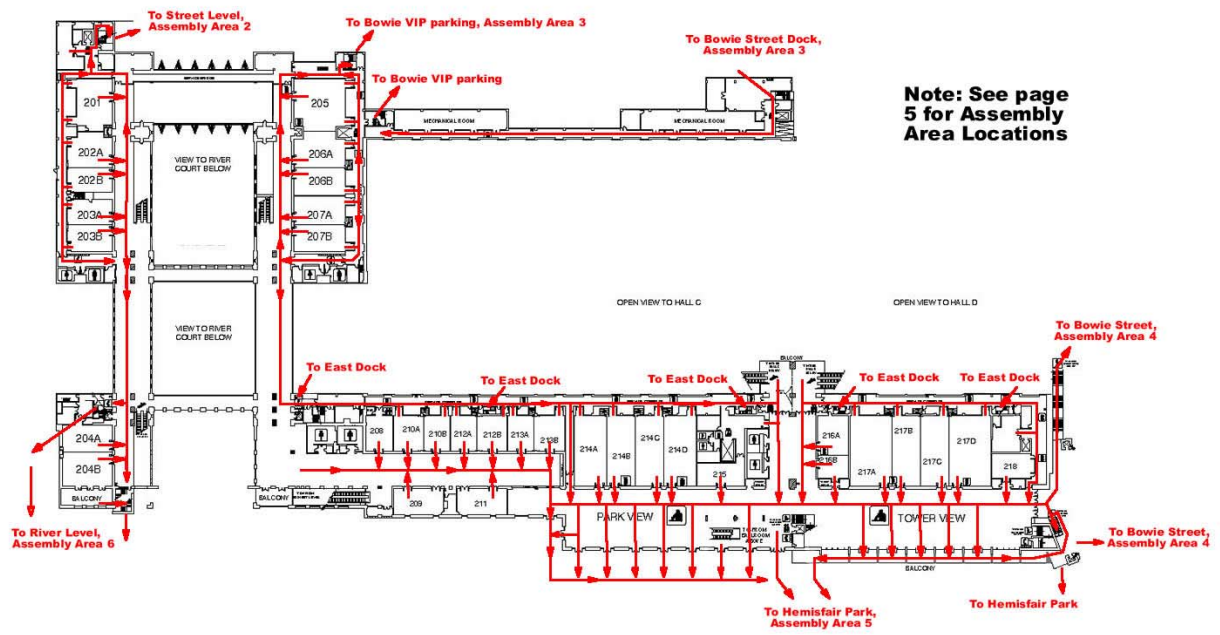


II. IF YOU ARE ON THE RIVER LEVEL – ZONE, EVACUATE BY:



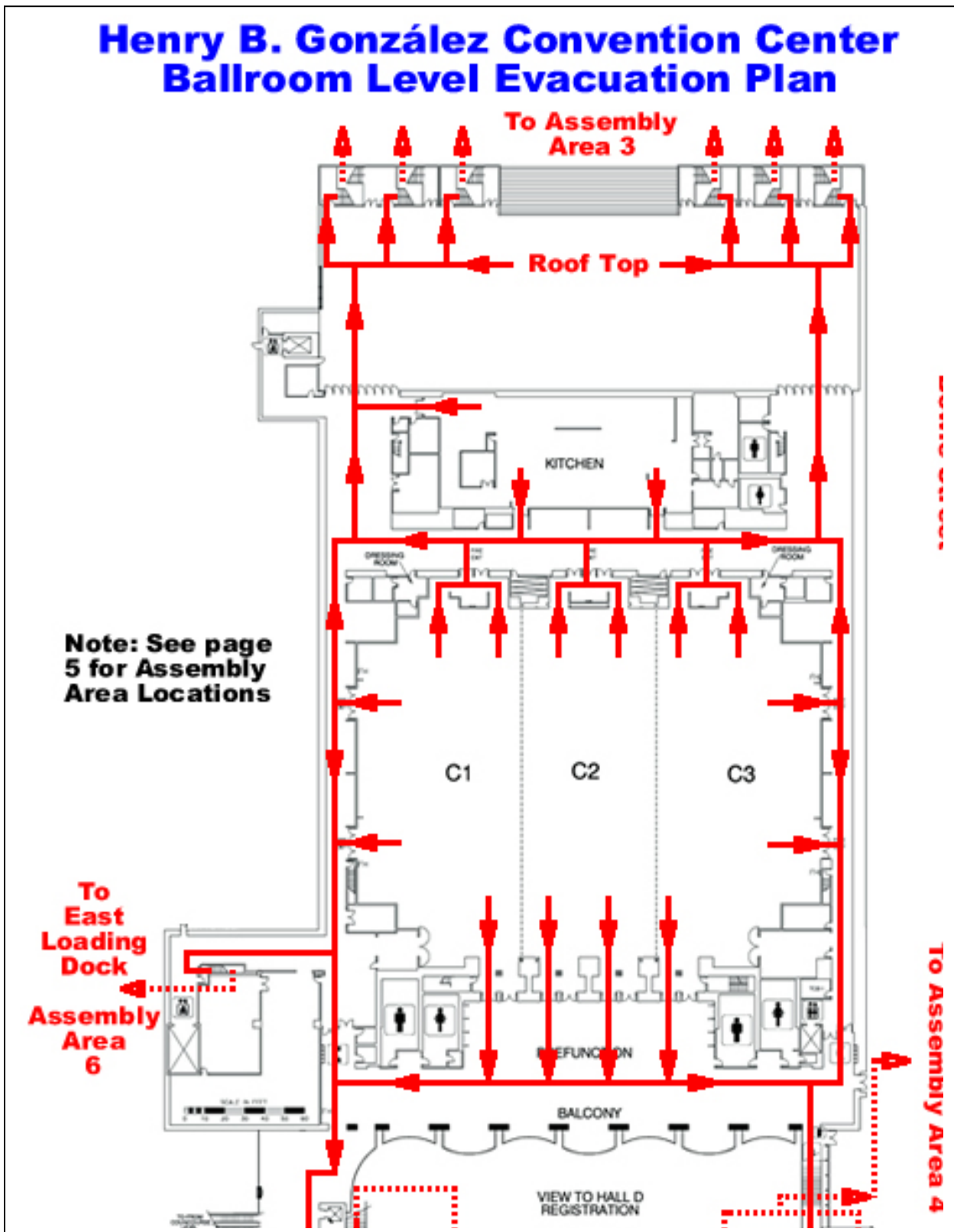
III. IF YOU ARE ON CONCOURSE LEVEL – ZONE, EVACUATE BY:

Henry B. González Convention Center Concourse Level Evacuation Plan



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IV. IF YOU ARE IN BALLROOM C – ZONE, EVACUATE BY:



Emergency Response Team – Zone Map





Triage Locations

Purpose

The purpose of the triage locations are to have pre-set locations to station injured patrons and provide temporary treatment until emergency medical assistance is available. These locations have been determined in order of ambulance accessibility, first-aid supplies, and available space.

- 1. Triage A- Administration-Gallery**
- 2. Triage B-west end-Exhibit Hall A**
- 3. Triage C-east end-Exhibit Hall D**

**Depending on what area of the building is affected by the emergency, these triage areas may change and would be announced at that time.*

Emergency Radio Codes

Code B (Bravo)	Bomb Threat
Code D (Delta)	Disturbance Occurring
Code E (Echo)	Evacuate
Code F (Foxtrot)	Fire
Code P (Papa)	Power Outages
Code S (Sierra)	Suspected Substance
Code T (Tango)	Terrorist Acts
Code W (Whiskey)	Weather Warnings

When referring to emergency situations via radio, only the above-designated codes should be utilized.

After Hours Emergency Priority Call List

The protocol during normal business hours will be to contact the Director. In the Director's absence the Assistant Directors will be notified or the next person in the chain of command. The after hours emergency priority phone list should be utilized as follows: The Director should be the first point of contact, if the Director is unavailable then the next person on the priority list will be notified; that person will be responsible for notifying the next person on the priority list. The Director or Assistant Directors may elect to notify all Division Heads of the emergency.

Chain of Command:

- | | |
|---|--------------------|
| 1. Director- Mike Sawaya | (h) |
| ↓ | (p) (210) 604-0412 |
| ↓ | (c) |
| 2. Asst. Dir. Administration- Vacant | (h) |
| ↓ | (p) |
| ↓ | (c) |
| 3. Asst. Dir. Operations- Al Lomas | (h) (210) 493-6029 |
| ↓ | (p) (210) 603-8437 |
| ↓ | (c) (210) 289-8007 |
| 4. Facility Manager- Robert Tagle | (h) (210) 225-7996 |
| ↓ | (p) (210) 756-1349 |
| 5. Events Svcs. Manager-Vacant | (h) |
| ↓ | (p) |
| ↓ | (c) |
| 6. Department Facilities Coord. - Robert Carr | (h) (210) 637-0551 |
| ↓ | (p) (210) 608-8433 |
| 7. Admin. Svc. Manager- Scott Munson | (h) (210) 497-0724 |
| . | (p) (210) 894-3391 |

Locations where the Emergency Response Plans are Available:

Administration Office, Security Desk, Catering Office, Maintenance & Operations Office, SAPD Off-Duty Employment Office, The Municipal Auditorium, UNAM, and Agencies who conduct business with the Facility.

List of outside agencies who have received copies of this plan:

Fire Dept. (210) 207-3695

S.A. Fire Dept.- Emergency Mgt. (210) 207-8580

115 Auditorium Circle

S.A. TX 78205

San Antonio Police Research and Planning Section**(210) 207-7615**

Bomb Squad (210) 207-7559

214 W. Nueva

S.A. TX 78205

Security Control Locations:

The primary location of the Security Control Center during any event will be the first floor of the Administration Office at 200 E. Market St.

IMPORTANT PHONE NUMBERS**EMERGENCY: (FIRE, POLICE, EMS)**

911

San Antonio Fire Department: (210) 207-7744

Fire Department EMS (210) 207-7744

Fire Chief's Office (210) 207-8400

Convention Facilities Fire Marshal (210) 207-3695

SAN ANTONIO POLICE DEPARTMENT:

Non-Emergency (210) 207-7201

Off Duty Employment Office (210) 207-7020

BEXAR COUNTY:

Sheriff (210) 207-6000

Fire (210) 828-3939

Emergency Medical Services (210) 207-7744

TEXAS STATE POLICE:

Texas Highway Patrol (210) 533-9171

Texas Highway Patrol Emergency Calls (210) 531-2280

Texas Rangers (210) 532-2923

AMERICAN REDCROSS:

San Antonio Chapter (210) 224-5151

POISON CONTROL:

Poison Control Center 1-(800)-764-7661

HOSPITALS:

Baptist Medical Center (210) 297-7000

Methodist Hospital (210) 575-4000

Nix Medical Center (210) 271-1800

Santa Rosa (210) 704-2011

University Hospital (210) 358-4000

TRAUMA CENTER:

Brooks Army Medical (BAMC) (210) 916-0808

UTILITIES:

City Public Service (210) 353-2222

Line Location 1-(800)-545-6005

Gas or Electric (24 hours) (210) 353-4357

SAN ANTONIO WATER SYSTEMS:

Water Emergencies (24 hours) (210) 704-7297

MEDIA TELEPHONE NUMBERS:**TELEVISION**

KENS (210) 366-5001

KSAT (210) 351-1200

WOAI (210) 226-4444

KRRT (210) 366-1129

KPXL (210) 682-2626

KWEX (210) 227-4141

KABB (210) 366-1129

NEWSPAPER:

San Antonio Express News (210) 250-3000

Associated Press

RADIO:

KSJL (210) 736-9700

KTSA/KTFM (210) 224-6397

KCJZ (210) 616-5400

KCOR (210) 546-1350

KZEP (210) 226-6444

KISS/KLUP/MAGIC 105 (210) 646-0105

KONO (210) 615-5400

KQXT/KSJL (210) 736-9700

KJ97 (210) 736-9700

WOAI (210) 736-9700

CONTRACTORS**UPS Store**

200 E. Market Street

San Antonio, TX 78205

Phone (210) 258-8950 / Fax (210) 258-8951

RK GROUP

1220 E. Commerce

San Antonio, TX 78295

Phone (210) 223-2680 / Fax (210) 223-9950

ARAMARK

200 E. Market Street

San Antonio, TX 78205

Phone (210) 207-8215 / (210) 207-8413

FREEMAN DECORATING COMPANY

3323 IH 35 North, Suite 120

San Antonio, TX 78219

Phone (210) 227-0341 / 227-5682

GES

3940 Pipestone Road

Dallas, TX 75212

Phone (210) 967-4888 / Fax (210) 967-0002

Convention Decorating Services

4323 Factory Hill

San Antonio, TX 78219

Phone (210) 467-0041 / Fax (210) 467-0048

Smart City Networks

200 E. Market St.

San Antonio, TX 78205

Phone (210) 258-8900 / Fax (210) 258-8901

ELDEN Electrical Exhibition Services

5811 La Colonia

San Antonio, TX 78218

Phone (210) 662-9450 / Fax (210) 662-9640

Harper Wood Electric

621 Chestnut St.

San Antonio, TX 78202

Phone (210) 223-2495 / Fax (210) 224-0005

Emergency Supplies Checklist

- ☐ Flashlights- extra batteries
- ☐ Battery powered radios- extra batteries
- ☐ Large plastic trash bags with ties
- ☐ Whistles
- ☐ Antibiotic towelettes
- ☐ Antibiotic soap
- ☐ Paper towels
- ☐ Blankets/Sleeping bags
- ☐ Gas mask
- ☐ First Aid Kits
- ☐ Potassium Iodide (protects thyroid gland from radioactive iodine exposure)
- ☐ Aspirin or non-aspirin pain reliever
- ☐ Anti-diarrhea medication
- ☐ Antacid
- ☐ Syrup of Ipecac (use to induce vomiting)
- ☐ Sterile gloves
- ☐ Sterile dressings
- ☐ Eye wash
- ☐ Thermometer
- ☐ Duct tape
- ☐ Matches in a waterproof container
- ☐ Signal flare
- ☐ Non-electric can opener
- ☐ Non-perishable food items
- ☐ Sterilized Drinking Water/cups

